

-Timing is Urgent -

We value your time

You never know when you might need support, especially before a deadline.



Our Support team consists of experienced science and engineering graduates who understand the needs of scientific research.

In 2014, 90% of technical support were resolved to the satisfaction of the client in a short time.

In order to ensure optimal support for all of our users, we are introducing a new support service beginning in 2015.

Basic support package for a full-year of online support with access to:

- ▶ Unlimited email support with our experienced engineers.
- ▶ Schedule on-line sessions where we will connect to your PC. This will increase the solving time. In addition we can watch you as you work, giving guidelines on how to improve your work.
- ▶ Analysis of your scan images, complete with a custom made screen video explaining the analysis.

Other support packages include:

- ▶ Advanced Training at your lab.
- ▶ System check-up visit from one of our engineers
- ▶ New Users On-site and online training.

If you would like to see a detailed list of our Support Packages, please email jeff@nanonics.co.il. I'll be happy to send it along. Also, if you have any questions regarding your nanosystem, please don't hesitate to ask.

I want AFM + Raman + SECM + SEM in Situ and also a cappuccino.
Can they also write the article for me?

At your service,

Yirmi Bernstein and Jeffrey Fantl

jeff@nanonics.co.il

www.nanonics.co.il



Recent Customers feedback

"We would also like to highlight Nanonics' continued help and technical support since purchasing their instrument and their invaluable experience and advice for our research." [X.R., University of Science and Technology in China]

"We would also like to thank you again for your support of this work and we are sure that many nice results will follow.... We would [also like to thank Nanonics support for its] reactivity and efficiency of your support and the friendly and collaborative nature of our relationship with your company." [G.M., University of Toulouse]

"Very responsive" [E.C., Rochester Institute of Technology]

"Perfect. Yirmi and Hesham are really good specialists'" [J.M, Boston College]

"Great [support]! Very friendly, positive, helpful, and knowledgeable" [N.N., Boston College]

A video on advanced analysis, which was custom created for a client:

<https://www.dropbox.com/s/tdp0miqws831jjh/Flatten%20using%20paths.wmv?dl=0>



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The Next Evolution in SPMTM